



Position Title: Engineering Manager

FLSA: Exempt

Reports to: Chief Operations Officer

Direct Reports: Yes

General Summary:

Leads the design, development and deployment of the company's fiber optic network infrastructure, ensuring high performance, reliability and scalability. This role combines deep technical expertise in FTTH, fiber engineering, mapping, design, and staking with strong leadership and strategic planning. Responsible for overseeing all engineering activities, including project design and line staking. In compliance with RUS specifications, while collaborating closely with executive leadership on outside plant and network design. Approves new installations and coordinates switched and special access facilities, while consistently championing the company's brand values and maintaining a strong, customer-focused approach in all aspects of the role.

Essential Duties & Responsibilities:

- Work closely with other department supervisors & employees to ensure all projects meet NCC expectations.
- Foster a culture of innovation, accountability, and continuous improvement.
- Provide coaching and mentorship to develop high performing teams and team members.
- Assign workloads, set priorities, and ensure timely delivery of engineering packages or projects.
- Oversee the planning, design, and construction of FTTH networks.
- Direct the creation of OSP/ISP fiber designs, routing, splicing plans, BOMs, and construction drawings.
- Review and approve engineering deliverables to ensure accuracy, constructability, and compliance.
- Validate staking sheets, field notes, and construction-ready documentation.
- Develop and implement strategic plans to enhance network performance, reliability, and scalability.
- Continually evaluate and improve engineering processes, tools, and workflows to increase operational efficiency.
- Identify opportunities for innovation in design, construction methods, and network architecture.
- Work closely with construction, permitting, operations, and project management teams to ensure seamless project execution.
- Collaborate with internal departments to deliver projects on time, within scope, and within budget.
- Coordinate with utilities, municipalities, and external partners to resolve field conflicts and permitting challenges.
- Serve as a technical authority for complex fiber network issues.
- Provide guidance on OSP engineering standards, NESC compliance, and industry best practices.
- Oversee field staking activities, site surveys, and route validation.
- Manage vendor relationships, negotiate contracts, and ensure vendor performance aligns with project requirements.

- Maintain trusted and close relationships with other partners as a champion for NCC and for these partners.
- Evaluate vendor proposals and support procurement decisions.
- Ensure all engineering work adheres to industry standards, regulatory requirements, and company specifications.
- Implement quality control processes for engineering deliverables and as-built documentation.
- Maintain accurate records for audits, permitting, and regulatory compliance.
- Help create, improve, and maintain internal processes that improve operational efficiency or effectiveness.
- Travel as needed/requested to industry events to keep abreast of current industry trends and changing requirements.

Knowledge, Skills, and Abilities:

- Knowledge of telecommunications industry.
- Extensive knowledge of telecommunication construction, OSP/ISP engineering, and fiber network architecture.
- Knowledge of telecommunications construction and engineering practices and principles. management practices and principles.
- Knowledge of industry regulations affecting engineering projects.
- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Skill in operating various office equipment such as personal computer, various software programs, and telephone systems.
- Skill in problem identification and resolution.
- Skill in oral and written communication.
- Skill in reading and interpreting technical documents and forms including work orders, staking sheets, schematics and specification manuals.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Ability to work independently.
- Ability to make sound decisions using information at hand.
- Ability to create a team environment and sustain & improve employee morale.

Education/Experience:

Bachelor's degree in engineering or equivalent experience plus five-seven years of engineering experience in the telecommunications industry. Must have knowledge of and willingness to learn computer related skills necessary in the performance of duties. AutoCAD and/or GIS systems experience a plus. Competency in technical leadership, strategic planning, project and resource management, cross- functional collaboration, analytical and problem-solving skills and strong communication skills are a must.

Working Conditions:

The working environment is generally favorable but unfavorable seasonal conditions in the outdoor elements are common. Lighting and temperature are adequate and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Job involves sitting, walking and standing.

Physical Requirements

Must be able to remain in a stationary position much of the workday and occasionally move about office setting to access office equipment. Positioning self to maintain files, the ability to move items across the office, the ability to observe details at close range and communicate information with others are necessary to the position. Must be able to stand, kneel, crawl, climb, stoop, lift, push and pull as needed during the work day. Required to work out in the seasonal elements as needed sometimes in unfavorable conditions. Positioning self to grasp, move and feel objects and the ability to observe details at close range while communicating information with others are necessary to the position.

*The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.